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Clark County Regional Support Network Policy Statement

Policy No.: CR08
Policy Title: Long-Term Care Rights for Consumers in Residential Facilities
Effective Date: September 1, 2001

Policy: CCRSN shall ensure that Medicaid-eligible consumers in contracted residential facilities receive mental health services consistent with their individual service plan, and are advised of their rights, including long-term care rights.

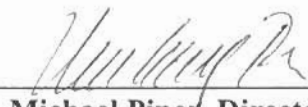
Reference: WAC 388-865-0235, RCW 70.129, Clark County Provider Contract Agreement

Procedure:

1. Upon admission to a CCRSN contracted residential facility, consumers shall be advised of their long-term care rights in accordance with RCW 70.129. Consumers shall receive a copy of their rights, and a signed copy shall be placed in the consumer's file at the residential facility.
2. CCRSN designated staff shall perform at a minimum a yearly site visit to ensure contracted residential facilities are in compliance with CCRSN contracted agreement, including long-term care rights of consumers.
3. Long-term care facilities shall ensure the rights as specified in RCW 70.129 are maintained, including:
 - a. Basic rights
 - i. The consumer has the right receive appropriate services, be treated with courtesy, and enjoy basic civil and legal rights.
 - b. Quality of life
 - i. The consumer has the right to receive care in a manner and in an environment that maintains or enhances the consumer's dignity and respect.
 - ii. The consumer has the right to participate in resident, group, family, social, religious, and community activities.
 - iii. The consumer has the right to receive services with reasonable accommodation of individual need and preferences.
 - c. Exercise of rights
 - i. The consumer has rights as a resident of the facility and as a citizen of the United States and the state of Washington.
 - ii. The consumer has the right to freedom from interference, coercion, discrimination, and reprisal.
 - d. Protection of funds
 - i. The consumer has the right to manage personal affairs in accordance with state requirements.
 - e. Notice of rights and services upon admission to facility

- i. The consumer has the right to be informed of rights and facility regulations orally and in writing in a language the consumer understands.
- ii. Contact information of state oversight agencies, long-term care ombudsman program, and protection and advocacy systems is posted shall be posted in the facility.
- f. Privacy and confidentiality of personal and clinical records.
 - i. The consumer has the right to approve or refuse the release of personal and clinical records to individuals outside the facility unless otherwise provided by law.
- g. Grievances
 - i. The consumer has the right to voice grievances and seek the facility's involvement in resolving grievances.
- h. Privacy in communication
 - i. The consumer has the right to send and receive unopened mail.
 - ii. The consumer has the right to reasonable access to a telephone where calls can be made without being overheard.
- i. Advocacy, access, and visitation rights
 - i. The consumer has the right to access of any representatives of the state, personal physician, state long-term care ombudsman.
- j. The consumer has the right to freedom from physical and chemical restraint.
- k. The consumer has the right to freedom from verbal, mental, sexual, or physical abuse, including corporal punishment or involuntary seclusion.

Approved By: _____



Michael Piper, Director
Clark County
Department of Community Services

Date: _____

6-13-08